



## Privacy Policy

### **Patron's Right to Privacy**

The Lake Wales Public Library recognizes the need to protect a patron's right to privacy regarding the questions they ask and the materials they borrow and read.

In order to guarantee privacy to each individual, Florida law mandates confidentiality of library registration and borrowing records. The Library's policies and procedures carry out that intent.

### **Florida Statute on Confidentiality of Patron Records**

Library patron registration and borrowing records are confidential under Florida State Statute 257.261, Library registration and circulation records:

### **Patron's Personal Borrowing Record**

Library staff cannot give any information about a patron's registration and circulation record to anyone other than the patron, with the following exceptions:

- In the case of overdue materials, parents or guardians of minor children under the age of sixteen, may be given a list of the outstanding materials solely for the purpose of reclaiming those materials;
- In the case of overdue materials, information may be given to a collection agency solely for the purpose of reclaiming missing materials.

Library staff cannot allow a family member or friend to pick up an item on hold or otherwise access patron information without prior authorization from the cardholder. Authorization may be provided by giving the library card to the designated proxy or by providing, in person, with valid identification, verbal authorization to a library staff member, who will enter a permanent note in the patron record.

### **What Information Do We Collect**

Information we may gather and retain about current library users includes the following:

- Information required to register for a library card (e.g. name, address, telephone number, e-mail address, birthdate.)
- Records of material checked out (only for homebound patrons), charges owed, payments made
- Requests for interlibrary loan
- Sign-up information for library classes or programs



We will not collect or retain your private and personally identifiable information without your consent. If you consent to give us your personally identifiable information, we will keep it confidential and will not sell, license or disclose personal information to any third party unless we are required by law to do so.

We protect personally identifiable information by electronically purging or manually shredding data, within the guidelines of the State of Florida's Destruction of Public Records law, once it is no longer needed for library business purposes.

### **Third Party Security**

We ensure that the library's contracts, licenses, and offsite computer service arrangements reflect our policies and legal obligations concerning user privacy and confidentiality. Our agreements address appropriate restrictions on the use, aggregation, dissemination, and sale of that information, particularly information about minors.

When connecting to licensed databases outside the library, we release only information that authenticates users as registered Lake Wales Public Library or Polk County Library Cooperative registered borrowers. Nevertheless, users must be aware that when accessing remote sites there are limits to the privacy protection the library can provide.

### **Enforcement and Redress**

If you have a question, concern, or complaint about our handling of your privacy and confidentiality rights, you may file written comments with the Library Director. You will receive a timely response after a privacy investigation or review of practices and procedures.

The Library Director is custodian of library records and is the only party authorized to receive or comply with public records requests or inquiries from law enforcement officers. The Director may delegate this authority to designated members of the library's management team. The Director confers with the City Attorney before determining the proper response to any request for records. We will not make library records available to any agency of state, federal, or local government unless a subpoena, warrant, court order or other investigatory document is issued by a court of competent jurisdiction, showing good cause and in proper form. We have trained all library staff to refer any law enforcement inquiries to the Library Director.

Also, refer to [Computer Use Policy](#).